

DOCKET NO. 00-0567
REVISION OF 83 ILLINOIS ADMINISTRATIVE CODE 730
CITY OF CHICAGO PROPOSED REPORTING STANDARDS

PROPOSED QUARTERLY REPORTS	PERFORMANCE DATA	DATA TRACKED INTERNALLY	DATA PRODUCED TODAY	CONFIDENTIAL
<i>On a statewide basis:</i>				
1) Average speed of answer time for customer call centers	X	X	X	
2) Average speed of answer time for repair centers	X	X	X	
<i>By wire center:</i>				
1) % of OOS > 24 hours	X			X
2) % of OOS > 48 hours	X			X
3) % of installations completed within 5 days	X			X
4) % of installations completed within 7 days	X			X
5) % of installations completed after 10 days	X			X
6) % of installations not completed within 5 days due to load				X
7) % of installations not completed within 5 days due to facilities				X
8) Number of trouble reports per 100 access lines	X			X
9) % of trouble reports that are repeated	X			X
10) % of installation trouble reports	X			X
11) % of missed repair appointments without 24 hours notice	X			X
12) % of missed installation appointments without 24 hours notice	X			X
13) Average number of installation orders assigned per technician per day				X
14) Average number of installation orders completed per technician per day				X
15) Average number of repair orders assigned per technician per day				X
16) Average number of repair orders completed per technician per day				X
17) Average number of overtime hours per week per repair technician				X
18) Average number of overtime hours per week per installation technician				X
<i>By distribution area or tracking unit within the wire center with the wire center identified. The carrier shall provide the number of:</i>				
1) Line and Station Transfer (LST)				X
2) Wired Out of Limits (WOL)				X
3) Break Connect-Through (BCT)				X
4) Clear Defective Pair (CDP)				X

PROPOSED QUARTERLY REPORTS	PERFORMANCE DATA	DATA TRACKED INTERNALLY	DATA PRODUCED TODAY	CONFIDENTIAL
5) Break Permanent connection (BPC)				X
6) Customer Interconnection Record (CIR)				X
7) Referred to Engineering (RE)				X
8) Re-terminated Connection (RTC)				X
9) Found Cable Troubles				
a) 1 – 6				X
b) 7A (Splicing)				X
c) 7B (Terminating)				X
d) 8 – 9 (Core Troubles)				X
10) Assignment Changes				X
a) Service Order Defective (SOD)				X
b) Other Defective (ODF)				X
c) Other assignment Change (OAC)				X
11) Disposition codes				
a) Initial, Subsequent and Total Code 3's (Wire)				X
b) Initial, Subsequent and Total Code 4 (OSP)				X
c) Initial, Subsequent and Total Code 5 (Central Office)				X
d) Initial, Subsequent and Total Code 7 (Test OK)				X
e) Initial, Subsequent and Total Code 8 (Found OK In)				X
f) Initial, Subsequent and Total Code 9 (Found OK Out)				X
<i>PROPOSED ANNUAL REPORTS TO BE FILED</i>				
Facility Analysis Plan (for each wire center)				X
Current Plan (for each wire center)				X